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Senior Software Engineer

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 Dublin, Ireland

Intercom is the AI Customer Service company on a mission to help businesses provide incredible customer experiences.

Our AI agent Fin, the most advanced customer service AI agent on the market, lets businesses deliver always-on, impeccable customer service and ultimately transform their customer experiences for the better. Fin can also be combined with our Helpdesk to become a complete solution called the Intercom Customer Service Suite, which provides AI enhanced support for the more complex or high touch queries that require a human agent.

Founded in 2011 and trusted by nearly 30,000 global businesses, Intercom is setting the new standard for customer service. Driven by our core values, we push boundaries, build with speed and intensity, and consistently deliver incredible value to our customers.

What's the opportunity?

At Intercom, you will be a Senior Software Engineer - someone who solves real customer problems through a [smart and efficient application of your technical knowledge](#) and your tools. You'll be part of one of our multidisciplinary product teams, where you will build both back-end and front-end systems, and work closely with designers, product managers, researchers, and data analysts.

We're facing many exciting scaling challenges and we're building a robust platform where your expertise can be applied to areas such as building a beautiful messenger composer, rule matching, deliverability, security, app availability and machine learning, to name a few.

What will I be doing?

As an experienced engineer you will:

- Develop technical plans and contribute to our technical architecture as we scale our products to serve tens of millions of people every day.
- Write Ruby code, which knits together a lot of AWS, infrastructure, platform and SaaS technologies that form the core of Intercom's backend infrastructure
- Ship a change to production on your first day and a feature in your first week. That "day one" change is automatically deployed to production along with 100 other deployments (on average) each weekday
- Grow your team's capacity by mentoring other engineers and interviewing candidates. This is a chance to be an integral part of building and growing a team.

What skills do I need?

- 5+ years of industry experience in a software engineering role, preferably building a SaaS product. You can demonstrate significant impact that your work has had on the product and/or the team.
- Deep knowledge of a high-level programming language (for example, Ruby, Python, Javascript etc.) (If you don't know a language we use, that's okay! We think great people can learn quickly or introduce us to better ways of working.) but it doesn't need to be a language that we use here! Great people are effective and learn what we use quickly (or introduce us to better ways of working)
- Experience collaborating directly with product teams and designers, and a proven track record of delivering value to customers or users. Engineers at Intercom are pragmatists who work closely with others on cross-disciplinary teams
- Experience with Distributed systems

Benefits

We are a well treated bunch, with awesome benefits! If there's something important to you that's not on this list, talk to us!

- Competitive salary and equity in a fast-growing start-up
- We serve lunch every weekday, plus a variety of snack foods and a fully stocked kitchen
- Regular compensation reviews - we reward great work
- Pension scheme & match up to 4%
- Peace of mind with life assurance, as well as comprehensive health and dental insurance for you and your dependents
- Flexible paid time off policy
- Paid maternity leave, as well as 6 weeks paternity leave for fathers, to let you spend valuable time with your loved ones
- If you're cycling, we've got you covered on the Cycle-to-Work Scheme. With secure bike storage too
- MacBooks are our standard, but we also offer Windows for certain roles when needed.

#LI-Hybrid

Policies

Intercom has a hybrid working policy. We believe that working in person helps us stay connected, collaborate easier and create a great culture while still providing flexibility to work from home. We expect employees to be in the office at least three days per week.

We have a radically open and accepting culture at Intercom. We avoid spending time on divisive subjects to foster a safe and cohesive work environment for everyone. As an organization, our policy is to not advocate on behalf of the company or our employees on any social or political topics out of our internal or external communications. We respect personal opinion and expression on these topics on personal social platforms on personal time, and do not challenge or confront anyone for their views on non-work related topics. Our goal is to focus on doing incredible work to achieve our goals and unite the company through our [core values](#).

Intercom values diversity and is committed to a policy of Equal Employment Opportunity. Intercom will not discriminate against an applicant or employee on the basis of race, color, religion, creed, national origin, ancestry, sex, gender, age, physical or mental disability, veteran or military status, genetic information, sexual orientation, gender identity, gender expression, marital status, or any other legally recognized protected basis under federal, state, or local law.

Is this role not quite what you're looking for? [Join our Talent Community](#) to stay connected with us.

Apply for this job

* indicates a required field

First Name *

Last Name *

Email *

Phone *

Location (City) *

[Locate me](#)

Resume/CV *

Accepted file types: pdf, doc, docx, txt, rtf

LinkedIn Profile

How did you hear about this job?

Are you willing to relocate? *

Current Location *

NOTE for US locations : A "Metro" selection means that you live 75 miles (straight line radius) from the metropolitan geographic city center zip code.

Have you previously worked for Intercom? *

Current or most recent company? *

We work under a hybrid in-office model. Are you willing to work from our office location 3 days per week? *

Are you authorised to work in the country in which this role is located? (Intercom sponsors immigration for some roles so we encourage you to still apply if you require sponsorship.) *

Website

Please email me about future job openings *

Point of Data Transfer *

☐ Acknowledge

Please click on the following link to view our [Candidate Data Protection Notice](#).

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